

**CITY OF SUNNYVALE
SERVICE REVIEW PROCESS**

Department Summary

Department: Office of the City Manager

Program: Columbia Neighborhood Center

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
1.	Columbia Neighborhood Center (CNC)--Case Management	Optional		
2.	CNC--Provide Neighborhood Enrichment Programs – Education & Social Services	Optional		
3.	CNC--Provide Neighborhood Enrichment Programs – Recreation Services	Optional		
4.	CNC--Provide Community Public Safety Services	Optional		
5.	CNC--Coordinate Health Services	Optional		
6.	CNC--Conduct Community Outreach	Optional		

7.	CNC--Manage and Support CNC Services	Core Internal		
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Program: Child Care Services

8.	Provide Support to New and Potential Childcare Providers	Optional		
9.	Support Seekers of Childcare	Optional		
10.	Support Affordable, High Quality Childcare Programs	Optional		
11.	Facilitate Childcare Services	Optional		

Program: Neighborhood and Community Services

12.	Support Neighborhood and Community Associations	Optional		
13.	Ensure an Informed, Engaged, and Connected Community	Optional		
14.	Multicultural Outreach	Optional		
15.	Support Connected Communities/Seamless Services Initiative	Optional		

16.	Conduct Outreach Activities About Youth and Family Services	Optional		
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Program: Council Policy Assistance and Support

17.	Secretarial and Administrative Support for State of the City	Optional		
18.	Boards and Commissions	Legally Mandated: City Charter Core Internal		
19.	General Secretarial and Administrative Support for City Council	Legally Mandated: City Charter Core Internal		
20.	Policy Research Analysis and Review	Core Internal		
21.	Legislative Tracking and Advocacy and IGR	Optional		

Program: Organizational Effectiveness

22.	Internal Consulting to City Departments	Optional		
23.	Periodic and Annual Performance Reporting	Optional		
24.	Special Projects and Management Services	Optional		

Program: External Relations

25.	Public Information	Optional		
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Program: Official Records and Elections

26.	Records Management	Legally Mandated: Public Records Act, City Charter Core External Core Internal		
27.	Elections	Legally Mandated: State Elections Code, City Charter, City Ordinance Core External		

Program: Volunteer Resources

28.	Recruit, Place, and Retain Volunteers and Interns	Optional		
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29.	Support City Staff in Use of Volunteers	Optional		
30.	Support Community Connectivity Through Volunteerism	Optional		
31.	Promote City Employee Volunteerism in the Community	Optional		
32.	Manage Volunteer Resources Program	Core Internal		

Program: Executive Management

33.	Executive Management	Legally Mandated: City Charter Core Internal		
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Program: City Council

34.	Provide Policy Direction	Legally Mandated: City Charter Core External Core Internal		
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